



# Patient-71

**Patient-71 received poor medical care at Nevada Orthopedic & Spine Center. The office delayed submitting an order for an MRI until it was too late. The patient tried to reach the office numerous times and could not get a response until she mentioned filing a complaint.**

I visited [Nevada Orthopedic](#) & Spine Center at the end of August due to excruciating pain in my right leg.

At that time, the doctor said he would order an MRI. However, by the end of September, I was informed that Nevada Orthopedic would no longer be accepting my insurance.

I was told the MRI could still be ordered, and I could see another physician within their facility before the end of the month, but after that, I would need a referral elsewhere.

**The problem is they never submitted the MRI authorization to my insurance, despite my repeated calls and messages.**

**For weeks, no one returned my calls.**

**Only when I mentioned filing a formal complaint and writing a review did I finally get a response.**

By then, they told me they would not follow through because they were no longer accepting my insurance.

When I asked why they had not authorized my MRI back in August, they gave no real answer.

**It seems to me that patient care is not their priority—insurance and money are.**

**I feel strung along, left in unnecessary pain, and ignored until it was too late.**

**I believe Nevada Orthopedic deliberately stalled, knowing they would be dropping my insurance by the end of the month.**

This is unacceptable treatment of any patient, especially one suffering in constant pain.

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**Just say NO to Nevada Orthopedic**

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